Deliverable 116.3.1
Task Order 116 (Modification 2)
eZ-Audit Production Stabilization
Performance Report

FSA Project Sponsor: Kay Jacks
FSA Project Lead: Randy Wolff / Ti Baker
Modernization Partner Project Lead: Amy Rothman

May 23, 2003
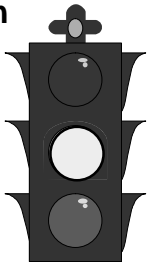
- Overall Status

- Project Scorecard

- Major Risks

- Government & Project Dependencies

- Upcoming Events and Key Milestones

- Appendices
  - System Availability Report
  - SIR Tracking Report
  - Level 4 Non-Priority SIR Report
  - CCB Actions & Decisions
  - CCB Documentation

Overall Status

Green

Trend

- ▪Task Order
  - • TO 116 optional deliverables 116.3.2a, b and c were exercised by FSA

- ▪Funding
  - • FSA exercised options to fund Peak Processing Support through August 29, 2003
  - • FSA seeking funding from the DSG for support through November 2003, the point at which an Operating Partner is selected and on-board

- ▪ System Stabilization
  - • Stabilization SIRS continue to be be addressed (see report included in this presentation)

- ▪OMB Review and Mandatory status of eZ-Audit
  - • OMB and ACE met on Thursday, May 1 – OMB expressed support of eZ-Audit
  - • FSA will make eZ-Audit mandatory as of June 16, 2003
  - • FSA drafted Federal Notice for distribution, review and comment to secure final approval of eZ-Audit
  - • FSA drafting Dear Colleague Letter for schools

Project Funding	*Dollar Amount*
Contract Mod Amount(s)	$578,495.78 – Mod 2 plus three optional deliverables
Contract Options Yet to be Funded (Peak Processing Support)	$119,431.94
Total $$ on Current Contract	$3,013,558.70
	Note: Period of Performance for approved $$ Ends 8/29/03

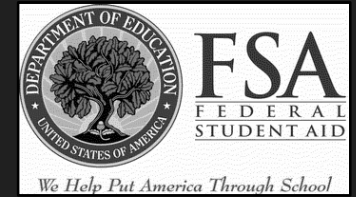| Major Accomplishments April 1, 2003 – May 23, 2003	Upcoming Activities - June 2003
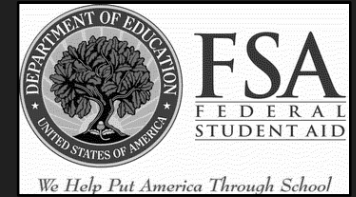
Major Accomplishments April 1, 2003 – May 23, 2003

- Contract
  - FSA exercised 3 of the optional deliverables for Peak Processing Support

- Scope
  - System stabilization effort remained a priority
  - Continued to adhere to strict CCB processes to ensure requirements are baselined, managed and documented appropriately for R1.01

- Stabilization of Release 1.0 of eZ-Audit
  - Addressed Production SIRs (see enclosed SIR report)
  - Successfully completed MicroStrategy 7i upgrade
  - Partnered with FSA to clarify FSA core team roles for managing eZ-Audit operations

- Release 1.01 of eZ-Audit
  - Developed comprehensive level of effort estimates for all requirements designated as "high" priority for first enhancement release
  - Received sign-off on baseline requirements for Release 1.01 of eZ-Audit
  - Developed detailed workplan to manage Release 1.01 of eZ-Audit
  - Developed new/revised Change Request Form to manage R1.01 CCB Discussions
  - Conducted Design Sessions for the requirements of Release 1.01, focused on enhancements included in the following Use Cases: Manage Users, Select an Institution, Code Findings, Assign Submissions, Send to Co-Team Leader for Approval, Complete DDIF, Resolve Waiver Request, Quality Control (new), Query, Create determination for Financial Statement, Unrequested LOC (new), Create Submission, and Backing Letter (new)

Upcoming Activities - June 2003

- Analyze and resolve Production SIRs as identified
- Complete initial draft of the Production Stabilization Support Manual and distribute for review
- Complete series of design sessions for Release 1.01
- Continue Use Case Updates and Screen Mock-ups as design sessions are completed
- Receive sign-off on Use Cases and Screen Mock-Ups
- Complete Test Plan for Release 1.01
- Initiate Release 1.01 development efforts
- Initiate Release 1.01 test preparation efforts (modification/creation of test scripts)
- Complete upgrade to WAS 5.0
- Support eZ-Audit disaster recovery test efforts
- As necessary, support efforts to secure long term approval of the eZ-Audit system from OMB

Project Scorecard

Category	Status	Trend	Status Comments
Task Order	G	↔	• Formal funding and task order approval received – current funding expires August 29, 2003
Scope	G	↔	• <u>Task Order (#116) Mod 2</u> provides for production stabilization support. Scope well defined and discussed with FSA project managers. Team continues to adhere to strict CCB process to manage Release 1.01 scope.
Schedule	G	↔	• Deliverable 116.3.1 Production Stabilization Support – delivered on time - May 23, 2003
Cost	G	↔	• Task Order 116- Work being performed within formally agreed to (planned) budget allowance.

R	High Risk – Significantly impacts Project schedule/cost ex) 4+ weeks over schedule 10% over cost	**Y**	Moderate Risk – Minor schedule/cost slippage and/or manageable issues ex) 2-4 weeks over schedule 5-10% over cost

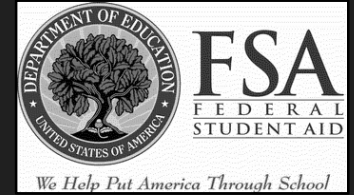|	
G	Low Risk – On schedule, on budget and no significant issues ex) 0-2 weeks over schedule 0-5% over cost

↑ Better   ↓ Worse   ↔ Same

* Per current plan

Risk	On Point	Mitigating Actions	Impact on Cost and/or Schedule	Status
Ability to secure final approval by OMB for the eZ-Audit system *(following the 6 month provisional approval that expires: September 30, 2003)*	Randy Wolff	Integration Partner will: ▪ Work with FSA to provide data and system information as requested FSA will: ▪ Develop necessary Federal Notices and communications ▪ Identify and engage all stakeholders	*Impact: High* *Likelihood: Med*	▪ OMB and ACE met to discuss potential conflict with A-133 requirements – OMB expressed support of eZ-Audit (Jeff Baker attending meeting on behalf of FSA) ▪ Jeff Baker and John Kolotos of FSA are taking the lead on this effort. John Kolotos has been working with OMB to develop the formal Federal Notice for eZ-Audit. We have been informed that this formal notice will secure pilot approval beyond the current September 30, 2003 pilot approval deadline. ▪ Due to actions described above, Randy Wolff recommended that this issue be closed as of May 15, 2003

| Dependency	On Point	Target Date	Impact on Cost and/or Schedule	Status Comments
Decision to deem eZ-Audit mandatory for all schools	Kay Jacks	4/1/03	Cost and Schedule Impacts for stabilization should be negligible	▪ FSA has determined that eZ-Audit will become mandatory on June 16, 2003 ▪ John Kolotos is drafting formal federal notices to disseminate to schools ▪ Official policy notices and communications must be sent to all schools.
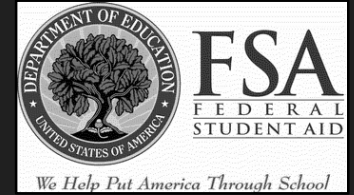
DATE	EVENTS AND KEY MILESTONES
April 1, 2003	eZ-Audit Release 1.0 went live
April 15, 2003	First formal CCB of the Production Stabilization phase of work
May 7, 2003	CCB sign-off on Release 1.01 requirements
May 8, 2003 through May 22, 2003	Release 1.01 design sessions conducted
June 16, 2003	eZ-Audit mandatory for all Schools
August 3, 2003	Target "go live" date for Release 1.01
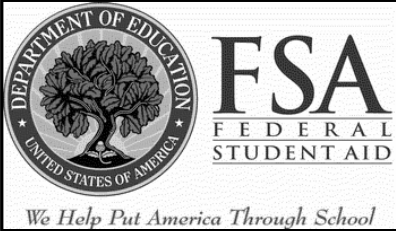
Appendices

- System Availability Report

- SIR Tracking Report

- Detailed SIR Report

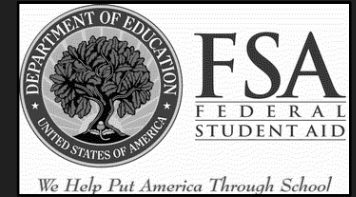- Production Issues

- CCB Actions & Decisions

- CCB Documentation

From April 1 through May 22, 2003, the eZ-Audit system availability has remained 99.99%, with the exception of the regularly scheduled maintenance windows on Sundays from 5am – 11am.

The system was down for 10 minutes on April 1, 2003 to turn on session persistence and restart the application server.

This table demonstrates the amount of time required to respond to and resolve all Level 1 SIRs from April 1, 2003 to May 22, 2003.

Level 1 SIRS

SIR #	Date Logged	Date Resolved
742 - Error when using wrong old password in Change Password	4/18/03 9:07 AM	4/18/03 4:11 PM
759 - User unable to login with new password	5/15/03 1:24 PM	DUPLICATE - 735 - Logout issue
760 - School resubmit because record is still 'screened - incomplete'	5/16/03 9:00 AM	5/16/03 1:10 PM
764 - User unable to change password	5/20/03 10:38 AM	DUPLICATE - 735 - Logout issue

Average Resolution Time for Level 1 SIRS   6 hours
Remaining Level 1 SIRS   0

These tables demonstrate the amount of time required to respond to and resolve all Level 2 – Level 4 SIRs from April 1, 2003 to May 22, 2003.

Level 2 SIRS

# of SIRS Logged	Resolved	Remaining	Other	Average Resolution Time
13	9	2	2 Rejected	7.5 days

Remaining SIRS   1) Users unexpectedly logged out of the system

2) Years/consecutive years in zone not updating

Level 3 SIRS

# of SIRS Logged	Resolved	Remaining	Other	Average Resolution Time
7	4	1	2 Rejected	11.4 days

Remaining SIRS   1) No auditor TIN on read-only FS Info Page

Level 4 SIRS

# of SIRS Logged	Resolved	Remaining	Other	Average Resolution Time
16	11	0	5 Postponed	14 days

4 of the 5 postponed SIRS are requirements included in the current design of R1.01

Session Persistence - RESOLVED

- On April 1, it was discovered that the user was being immediately directed to a session expiration page.
- The session persistence was not turned on in WebSphere and no session information was being stored. An immediate fix was put in to turn on persistent sessions and restart WebSphere.

SAN Connectivity Loss - RESOLVED

- Sometime during the day on April 24, the eZ-Audit SAN file system became corrupt. Problems occurred when remounting the SAN on April 25 which caused any file uploads to fail.
- During the maintenance window on the following Sunday, April 27, the corrupted SAN file system was deleted and recreated. Data was restored from a full backup on April 20 and incremental backups on April 21 – April 24. The SAN was then remapped to the eZ-Audit application.

Unexpected logout – UNDER INVESTIGATION

- Users are currently being logged out of the system unexpectedly. This does not follow a pattern of activity and is not happening in the test environments.
- It has been determined that it is not a code problem, but a configuration issue.
- The ITA team is investigating the problem with the production Application Servers.
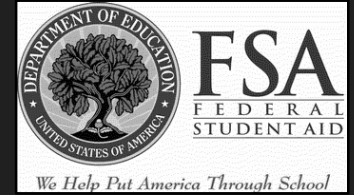
CCB Decisions

1) Sign-off of Release 1.01 requirements
2) Approval of Release 1.01 workplan

Enclosed CCB and Release 1.01 Documentation

1) Release 1.0 High Priority requirements considered for Release 1.01
2) Level of Effort estimation created for all High Priority requirements considered for for Release 1.01
3) Release 1.01 requirements baseline
4) Release 1.01 workplan
5) Release 1.01 Design Session Schedule
6) Release 1.01 Design Session Meeting Minutes
7) Release 1.01 Revised Use Cases (available as of May 23, 2003)
8) Release 1.01 Change Control Board Process Documentation and Change Request Form